

September 18, 2013

Montana Health Care Programs Notice

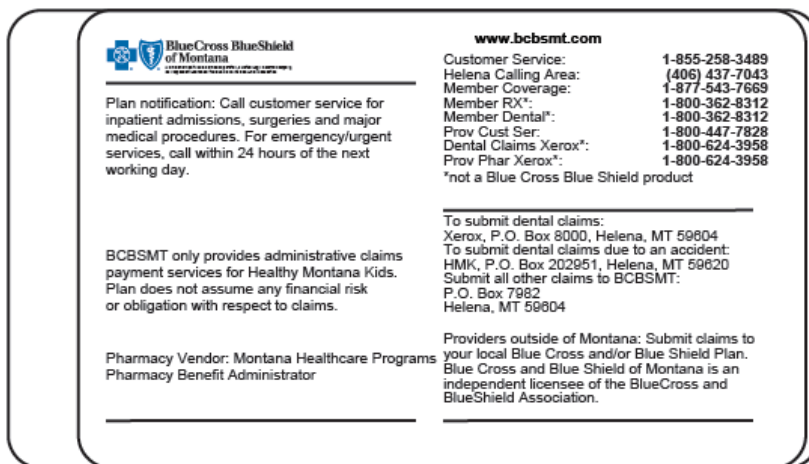
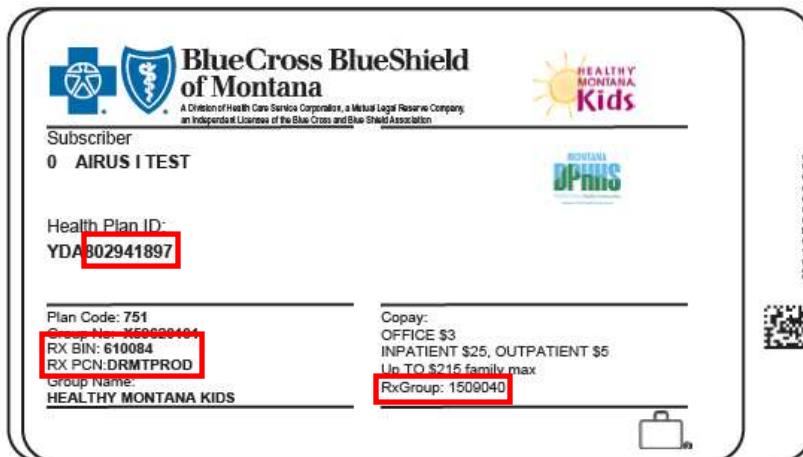
Pharmacy

Effective October 1, 2013

Healthy Montana Kids (HMK) Pharmacy Benefit

Effective October 1, 2013 the pharmacy benefit for Healthy Montana Kids Members will change from administration of the plan by Blue Cross and Blue Shield of Montana to administration by Xerox State Healthcare, LLC. There are several processing items to which we would like to make special note.

New Look to the HMK Member Card



Payer Information

Payer Name	Montana Medicaid
Plan Name/Group Name	Healthy Montana Kids
BIN	610084
PCN	DRMTPROD
Group ID	1509040
Cardholder ID	Use the member's 9-digit 802 number. Do not enter the YDA information.

Eligibility Errors

If during the process of submitting a claim you receive a message in regard to eligibility, use one of the methods below to confirm member eligibility.

If it is determined that the member is eligible, submit the claim using the Member ID.

Verifying Member Eligibility Providers may use whichever method they find most convenient.		
Contact	Special Instructions	Hours Mountain Time
Integrated Voice Response (IVR) 800.714.0060	Call the number and enter your provider number, a member ID, and specific dates of service. Verify eligibility for up to 5 members in one call. Program benefit limits are not available here. Contact Provider Relations for limits (see below).	24/7
FaxBack 800.714.0075	Call the number and enter your provider number, a member ID, and specific dates of service. Before using FaxBack, have your fax number on file with Provider Relations. When prompted, request the audit number or the transaction will not be completed.	24/7
Montana Access to Health (MATH) https://mtaccesstohealth.acs-shc.com/	<p>Before accessing the MATH web portal, you must be an enrolled Medicaid provider, have completed the EDI Trading Partner Agreement, and have registered on the web portal.</p> <p>From the Montana Medicaid Provider Information website, http://medicaidprovider.hhs.mt.gov/, click the Log in to Montana Access to Health link in the left menu.</p> <p>If the member is not currently eligible, any managed care or third party liability information will not be displayed. The user will receive a response with a status of "inactive" reported in the Member Demographic Information.</p>	24/7

Verifying Member Eligibility Providers may use whichever method they find most convenient.		
Contact	Special Instructions	Hours Mountain Time
Provider Relations P.O. Box 8000 Helena, MT 59604 800.624.3958 In/Out of state 406.442.1837 Helena 406.442.4402 Fax	Have your provider number and member ID ready when you call.	8 a.m.–5 p.m. Monday–Friday

Influenza Vaccine for VFC-Eligible HMK Members

The influenza vaccine for VFC-eligible HMK members 12 years and older will not be covered through the HMK Pharmacy benefit.

Dates of Service Prior to October 1, 2013

For dates of service prior to October 1, 2013, Blue Cross and Blue Shield of Montana is the payer for all pharmacy claims. For questions, please call Blue Cross and Blue Shield of Montana Customer Service at 1.866.325.5230.

Updated NCPDP Payer Sheet

An updated payer sheet is also posted to the Pharmacy Provider website.

Contact Information

If you have any questions or would like more information, please contact Dave Campana R.Ph., Medicaid Pharmacist, at 406.444.5951 or dcampana@mt.gov, or Katie Hawkins, Pharmacy Program Officer, at 406.444.2738 or khawkins@mt.gov.

For claims questions or additional information, contact Provider Relations at 1.800.624.3958 (toll-free, in/out of state) or 406.442.1837 (Helena) or via e-mail at MTPRHelpdesk@xerox.com.

Visit the Provider Information website at <http://medicaidprovider.hhs.mt.gov>.